



# iProcurement User Group Meeting March 2008

# Agenda

- **Purpose of Meeting**
- **FAQ's** – iProcurement Team
- **Returns Process** – Robert Bertsch
- **Alerts** – Robert Bertsch
- **Track-It** – Jamel Lee
- **Q&A**

# FAQ's

1. When needing help searching the catalogs, who should you contact?

- A.) The Helpdesk (4-Help)
- B.) The Subcontracts Manager
- C.) The Supplier
- D.) A Director For

**A.) The Helpdesk (4-Help)**

2. When needing specific product information, who should you contact?

- A.) The Subcontracts Manager
- B.) The Supplier
- C.) The Helpdesk (4-Help)
- D.) The Manufacturer

**B.) The Supplier. Contact information can be found on the iProcurement Supplier's website.**

# FAQ's

3. How do you propose items to be added to the catalog?

- A.) Call the Supplier
- B.) E-mail the Subcontracts Manager
- C.) Use the "Feedback" tab in iProcurement
- D.) Call the Help Desk (4-Help)

**C.) Feedback Tab. If an item can not be added, but allowable, the Subcontracts Manager will give direction on how to purchase.**

4. When can the browser back button be used?

- A.) Returning to iProcurement from a Supplier's website
- B.) Within the iProcurement Application
- C.) Returning back to a Supplier's website from iProcurement
- D.) Browsing the Supplier's website

**D.) Browsing the Supplier's website. The Back button should not be used in Oracle applications**

# FAQ's

5. When will the iProcurement application timeout?
- A.) After going to an hour and a half retirement luncheon
  - B.) During my 2 hour meeting
  - C.) After my one hour shopping on a Supplier's website
  - D.) After being idle for 90 minutes.

**All of the above: iProcurement will timeout when left idle for more than 60 minutes**

6. To avoid losing my shopping cart when shopping at a Supplier's website, I can?
- A.) Do a printscreen of my items in the shopping cart
  - B.) Save to my favorites list
  - C.) Checkout Shopping Cart from Supplier's website back to iProcurement
  - D.) All of the above

**C.) Checkout Shopping Cart from Supplier's website back to iProcurement. Items brought back from the Supplier's website will be saved in iProcurement's shopping cart. This will allow you to continue shopping and or checkout at another time**

# FAQ's

7. If I have general feedback about iProcurement or a catalog, do I?

- A.) Contact the Subcontracts Manager
- B.) Contact the Rapid Procurement Supervisor
- C.) Use the feedback tab
- D.) Contact the Helpdesk

**C.) Use the feedback tab. We welcome and appreciate your feedback.**

8. When can I use the PO Change button in iProcurement?

- A.) Change the project/task
- B.) Change the quantity
- C.) Request to cancel the PO
- D.) Change the delivery location

**None of the above: Please do not use this function. Contact the Subcontracts Manager to request any modifications to a PO.**

# FAQ's

9. If I have a P-Card request for a catalog item, what should I do?

- A.) Contact the P-Card Team
- B.) Use the feedback tab
- C.) Place the order, no approval necessary
- D.) Email the Subcontracts Manager

**B.) Use the feedback tab. All the iPro subcontracts managers will receive the request and will be able to take action if the primary control point is not available. Please allow 24 hours for a response**

10. I use a PC, what are the NBS supported browsers for iProcurement?

- A.) I.E 7
- B.) Netscape 9
- C.) I.E 6
- D.) Mozilla FireFox 2

C & D Are the supported browsers. Keep in mind that some of the others may work, but we are currently only supporting

IE 6, FireFox2 , and Netscape 7.2 for Windows

# FAQ's

11. I use a MAC, what are the supported browsers for iProcurement?

- A.) I.E. 6
- B.) Safari 3
- C.) FireFox 2
- D.) Netscape

**B & C. Are the supported browsers**

12. When a preparer is routing an order to a Certified User, the approvers are based on what?

- A.) The preparer's org
- B.) The requestor's supervisor
- C.) The preparer's supervisor
- D.) The requestor's org

**D.) Requestors Org. The system will require the preparer to forward it to a certified user in the requestors org.**



# FAQ's

13. When populating the requisitions fields in iProcurement, I should?
- A.) Start with the Project/Task field
  - B.) Tab through the fields starting from the top left
  - C.) Work from the bottom to the top
  - D.) It doesn't matter as long as all fields are filled in
- B.) "Tab" through the fields starting from the top left. If a field on the left is modified all the text on the right side will be deleted.**
14. If I need an order sooner than the need-by date indicated, I should?
- A.) Contact the Helpdesk
  - B.) Notify the Subcontracts Manager of the new requested need-by date through the Feedback Tab
  - C.) Notify the Supplier of the new requested need-by date
  - D.) Change the need-by date in iProcurement
- B.) Notify the Subcontracts Manager of the new requested need-by date through the Feedback Tab.**

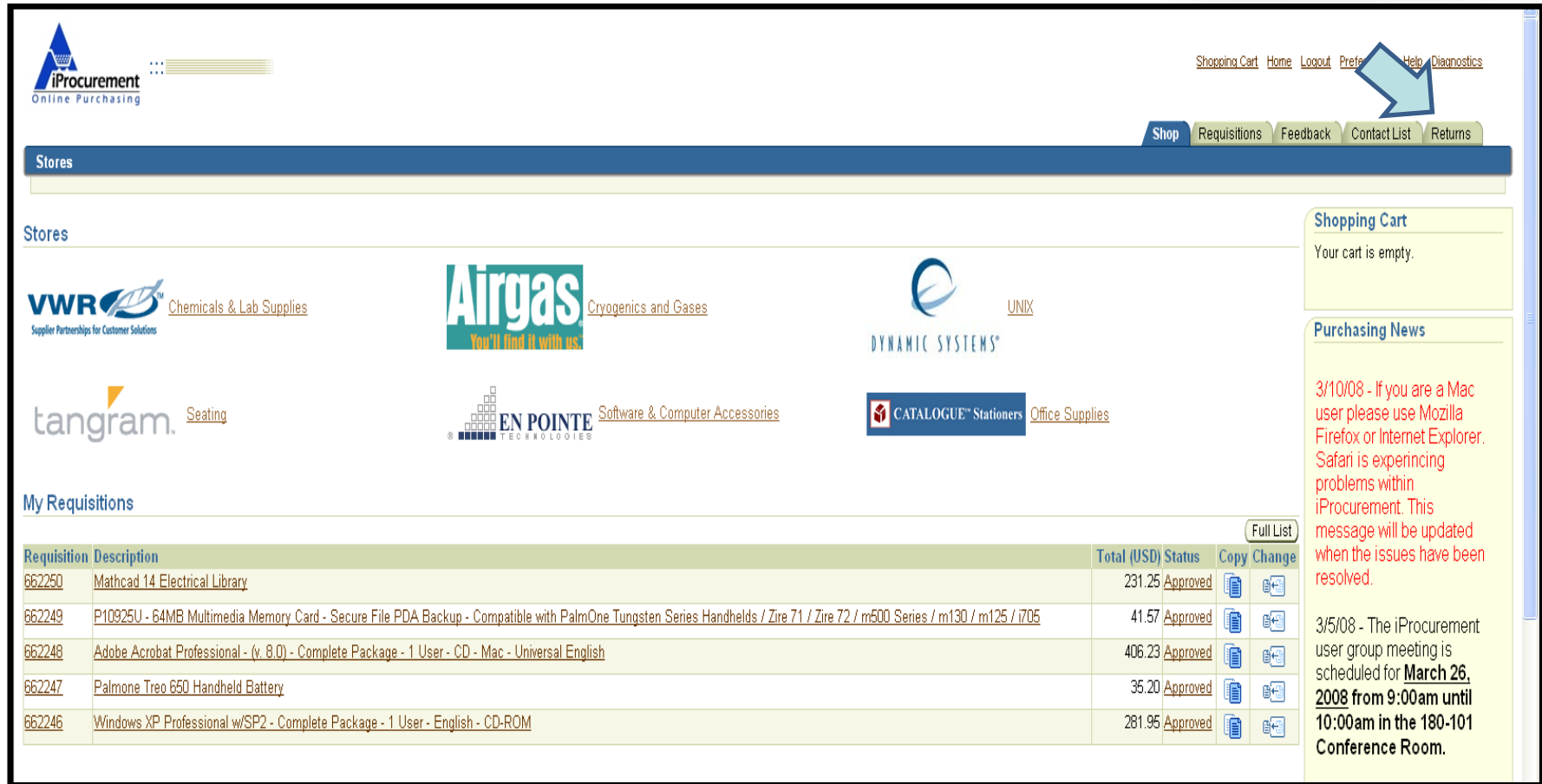
# FAQ's

15. If I save a shopping cart in iProcurement I have how many days to submit my order?
- A.) 5 calendar days including RDO
  - B.) 7 calendar days including RDO
  - C.) 7 calendar days excluding RDO
  - D.) 5 calendar days excluding RDO
- B.) 7 calendar days including RDO. "Aging shopping cart" e-mail notification will be sent on the 6th day indicating that the shopping cart will no longer be valid on the 7th day.**
16. If I have to forward an order to a Certified User, how long do they have to take action before the order is rejected back to me?
- A.) 24 Hours
  - B.) 48 Hours
  - C.) 24 hours excluding RDO work schedule
  - D.) 48 hours excluding RDO work schedule
- D.) 48 hours excluding RDO work schedule. If no action is taken in 48 hours, the order will be rejected back to the preparer to resubmit.**

# Returns Process

- The following catalogs allow return requests within 30 days of receipt:
  - Software
  - Office Supplies
  - Lab Supplies
- All returns must be approved by the subcontracts manager & supplier. Return requests can be rejected by the subcontract manager or receiving if certain conditions apply
- The following catalogs do not allow returns unless special approval is given by the supplier and subcontracts managers:
  - Chemicals
  - Seating
  - Unix
  - Cryogenics & Gases

# Returns Process



The screenshot shows the iProcurement website interface. At the top, there is a navigation bar with links: Shopping Cart, Home, Logout, Preferences, Help, and Diagnostics. Below this is a secondary navigation bar with tabs: Shop, Requisitions, Feedback, Contact List, and Returns. The 'Returns' tab is highlighted with a blue arrow. The main content area is divided into two sections: 'Stores' and 'My Requisitions'. The 'Stores' section displays logos for VWR (Chemicals & Lab Supplies), Airgas (Cryogenics and Gases), tangram (Seating), EN POINTE (Software & Computer Accessories), and CATALOGUE (Stationers Office Supplies). The 'My Requisitions' section shows a table of requisitions with columns for Requisition, Description, Total (USD), Status, Copy, and Change. The table lists five requisitions, all with a status of 'Approved'. On the right side of the page, there is a 'Shopping Cart' section stating 'Your cart is empty.' and a 'Purchasing News' section with two announcements: one dated 3/10/08 regarding browser compatibility and another dated 3/5/08 regarding a user group meeting on March 26, 2008.

**Stores**

VWR Chemicals & Lab Supplies  
Supplier Partnerships for Customer Solutions

Airgas Cryogenics and Gases  
You'll find it with us.

tangram Seating

EN POINTE Software & Computer Accessories  
TECHNOLOGIES

CATALOGUE Stationers Office Supplies

**My Requisitions**

Requisition	Description	Total (USD)	Status	Copy	Change
662250	Mathcad 14 Electrical Library	231.25	Approved		
662249	P10925U - 64MB Multimedia Memory Card - Secure File PDA Backup - Compatible with PalmOne Tungsten Series Handhelds / Zire 71 / Zire 72 / m500 Series / m130 / m125 / i705	41.57	Approved		
662248	Adobe Acrobat Professional - (v. 8.0) - Complete Package - 1 User - CD - Mac - Universal English	406.23	Approved		
662247	Palmone Treo 650 Handheld Battery	35.20	Approved		
662246	Windows XP Professional w/SP2 - Complete Package - 1 User - English - CD-ROM	281.95	Approved		

**Shopping Cart**  
Your cart is empty.


**Purchasing News**

3/10/08 - If you are a Mac user please use Mozilla Firefox or Internet Explorer. Safari is experiencing problems within iProcurement. This message will be updated when the issues have been resolved.

3/5/08 - The iProcurement user group meeting is scheduled for **March 26, 2008** from 9:00am until 10:00am in the 180-101 Conference Room.

Click the return tab listed on the tabs within iProcurement

# Returns Process



**Return Items: Find Receipts**

[For a PDF on the return process for iProcurement, click here.](#)

[For an online CBT training on the return process for iProcurement, click here.](#)

**Search**

Please enter your search criteria and select the "Go" button to see the result. Note that the search is case insensitive.

Purchase Order:

Receipt Number:

PO Number	Line	Description	Part Number	UOM	Project	Task	Avail for Return	Return Quantity	Return Reason	Supplier	Receipt
No search conducted.											


**TIP** If the catalog item is non returnable or has exceeded the returnable days, no results will be found. Once Acquisition has approved the iProcurement return request, a trip ticket is automatically generated to notify transportation to pick up the return at the location indicated by the customer. The item(s) to be returned must be easily visible with a note indicating it is the item(s) for return. Transportation will take the item(s) to Receiving where it will be inspected for condition, verified that the items and quantity match exactly to the return request. If there is a discrepancy, the return will be rejected back to the customer at this time. Otherwise, if the items correspond correctly with the request, the items will be prepared for shipment back to the Supplier. A debit memo will be created automatically to complete the process.

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Additional Training for how to use this tool is located on the top part of the Returns screen

- The top link is directed to a .pdf document of the return process
- The bottom link is directed to computer based training of the return process with audio of the return process

# Returns Process



[Shopping Cart](#)
[Home](#)
[Logout](#)
[Preferences](#)
[Diagnostics](#)

[Shop](#)
[Requisitions](#)
[Feedback](#)
[Contact List](#)
[Returns](#)

## Return Items: Find Receipts

[Cancel](#)
[Next](#)

[For a PDF on the return process for iProcurement, click here.](#)  
[For an online CBT training on the return process for iProcurement, click here.](#)

### Search

Please enter your search criteria and select the "Go" button to see the result. Note that the search is case insensitive.

Purchase Order 
Receipt Number

[Go](#)
[Clear](#)

PO Number	Line	Description	Part Number	UOM	Project	Task	Avail for Return	Return Quantity	Return Reason	Supplier	Receipt
No search conducted.											

**TIP** If the catalog item is non returnable or has exceeded the returnable days, no results will be found. Once Acquisition has approved the iProcurement return request, a trip ticket is automatically generated to notify transportation to pick up the return at the location indicated by the customer. The item(s) to be returned must be easily visible with a note indicating it is the item(s) for return. Transportation will take the item(s) to Receiving where it will be inspected for condition, verified that the items and quantity match exactly to the return request. If there is a discrepancy, the return will be rejected back to the customer at this time. Otherwise, if the items correspond correctly with the request, the items will be prepared for shipment back to the Supplier. A debit memo will be created automatically to complete the process.

[Cancel](#)
[Next](#)

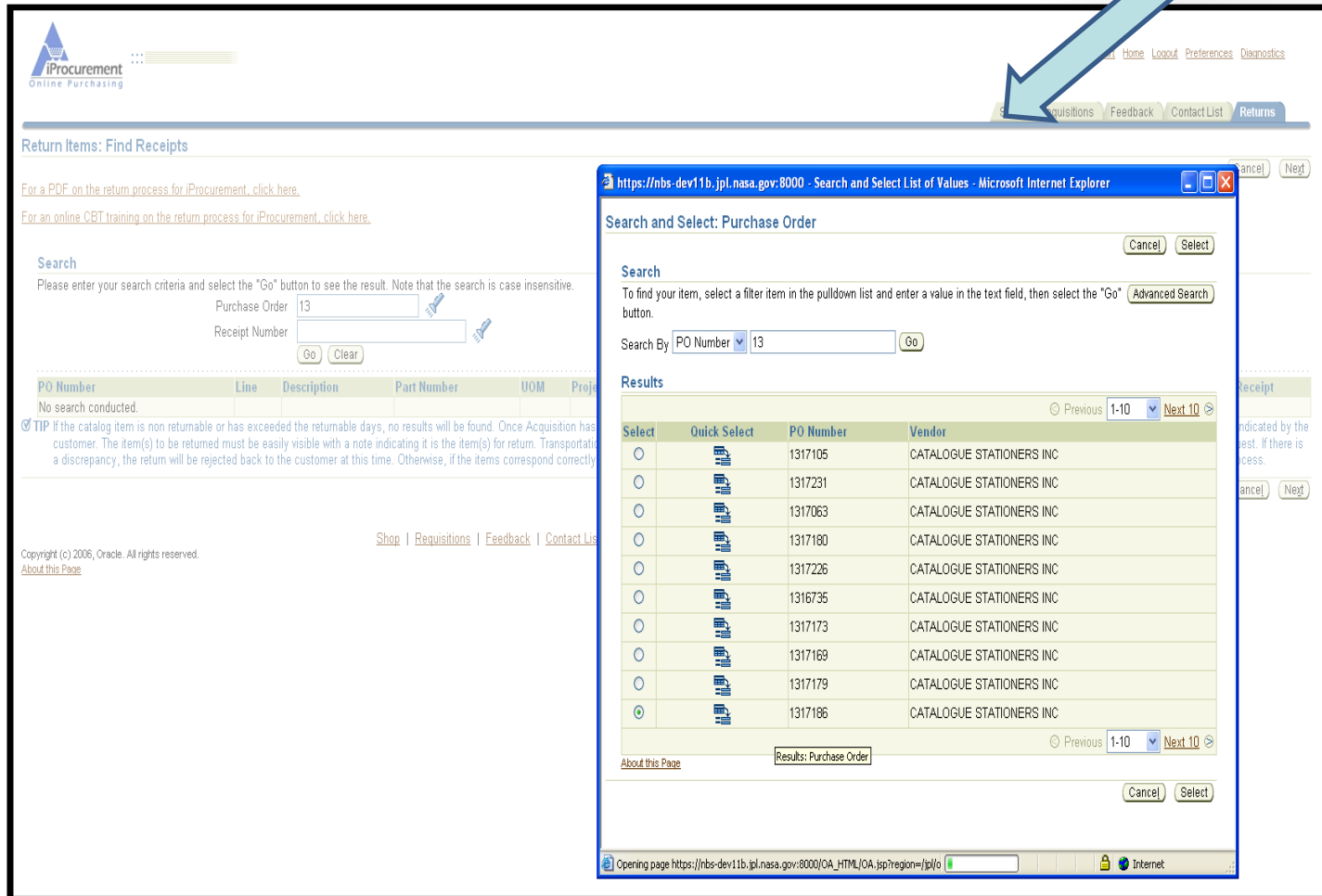
[Shop](#)
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In order to search for a return, the user must enter the Purchase Order (PO) number and/or Receipt Number

# Returns Process

## Search for Returns



**Return Items: Find Receipts**

For a PDF on the return process for iProcurement, click here.  
For an online CBT training on the return process for iProcurement, click here.

**Search**  
Please enter your search criteria and select the "Go" button to see the result. Note that the search is case insensitive.

Purchase Order:   
Receipt Number:

PO Number	Line	Description	Part Number	UOM	Project
No search conducted.					

**TIP** If the catalog item is non returnable or has exceeded the returnable days, no results will be found. Once Acquisition has customer. The item(s) to be returned must be easily visible with a note indicating it is the item(s) for return. Transportation a discrepancy, the return will be rejected back to the customer at this time. Otherwise, if the items correspond correctly

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**Search and Select: Purchase Order**

**Search**  
To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By: PO Number

**Results**


Select	Quick Select	PO Number	Vendor
<input type="radio"/>		1317105	CATALOGUE STATIONERS INC
<input type="radio"/>		1317231	CATALOGUE STATIONERS INC
<input type="radio"/>		1317063	CATALOGUE STATIONERS INC
<input type="radio"/>		1317180	CATALOGUE STATIONERS INC
<input type="radio"/>		1317226	CATALOGUE STATIONERS INC
<input type="radio"/>		1316735	CATALOGUE STATIONERS INC
<input type="radio"/>		1317173	CATALOGUE STATIONERS INC
<input type="radio"/>		1317169	CATALOGUE STATIONERS INC
<input type="radio"/>		1317179	CATALOGUE STATIONERS INC
<input checked="" type="radio"/>		1317186	CATALOGUE STATIONERS INC

Results: Purchase Order

If a partial Purchase Order or Receipt is entered, a LOV box will appear

# Returns Process

## Search for Returns



[Shopping Cart](#)
[Home](#)
[Logout](#)
[Preferences](#)
[Diagnostics](#)

[Shop](#)
[Requisitions](#)
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### Return Items: Find Receipts

[Cancel](#)
[Next](#)

[For a PDF on the return process for iProcurement, click here.](#)  
[For an online CBT training on the return process for iProcurement, click here.](#)

#### Search

Please enter your search criteria and select the "Go" button to see the result. Note that the search is case insensitive.

Purchase Order 
  
Receipt Number

[Go](#)
[Clear](#)

PO Number	Description	Part Number	UOM	Project	Task	Avail for Return	Return Quantity	Return Reason	Supplier	Receipt
No search conducted.										

**TIP** If the catalog item is non returnable or has exceeded the returnable days, no results will be found. Once Acquisition has approved the iProcurement return request, a trip ticket is automatically generated to notify transportation to pick up the return at the location indicated by the customer. The item(s) to be returned must be easily visible with a note indicating it is the item(s) for return. Transportation will take the item(s) to Receiving where it will be inspected for condition, verified that the items and quantity match exactly to the return request. If there is a discrepancy, the return will be rejected back to the customer at this time. Otherwise, if the items correspond correctly with the request, the items will be prepared for shipment back to the Supplier. A debit memo will be created automatically to complete the process.

[Cancel](#)
[Next](#)

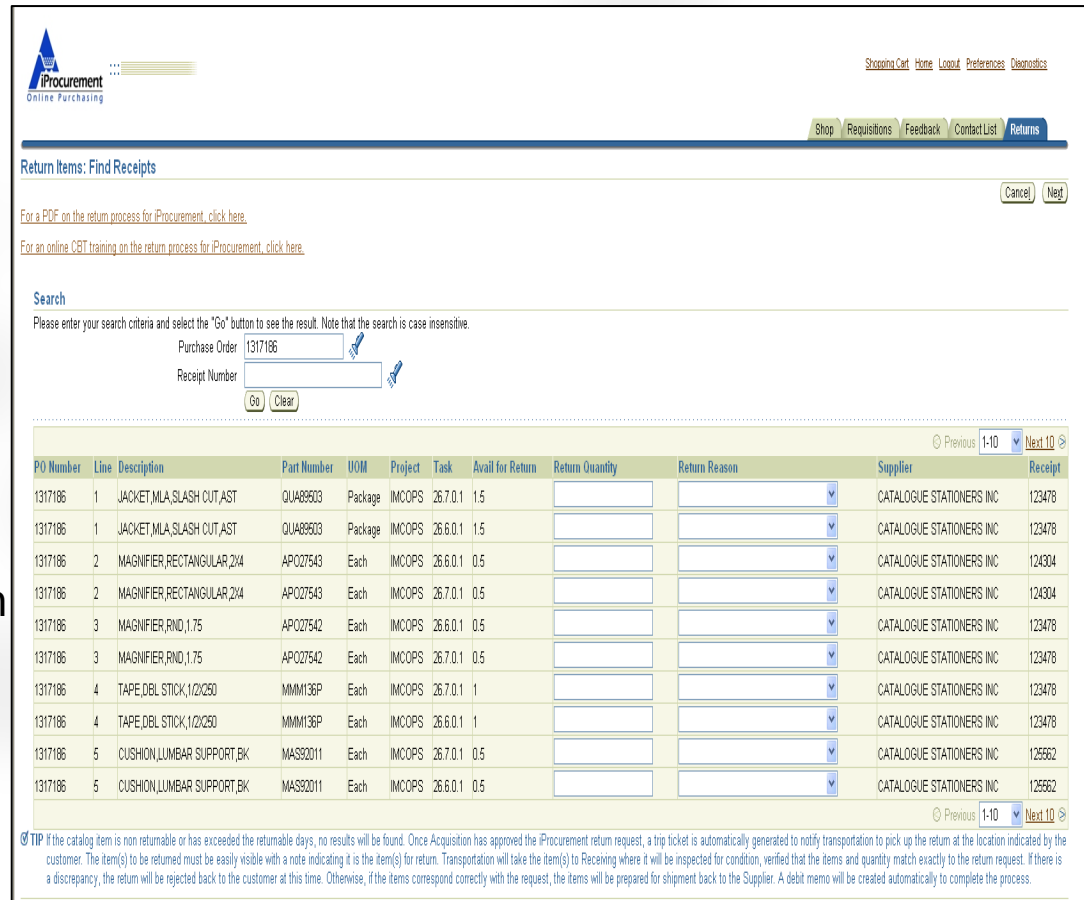
Once one of the fields are populated, click the Go button



# Returns Process

## Return Results

- If the return is allowable, the following fields will be displayed
- PO #
- Line #
- Line Description
- Part #
- Unit of Measure (UOM)
- Project #
- Task #
- Quantity Available for Return
- Return box for quantity to return
- Return Reason
- Supplier Name
- Receipt #



**iProcurement** Online Purchasing

Shopping Cart Home Logout Preferences Dashboard

Shop Requisitions Feedback Contact List Returns

Return Items: Find Receipts

For a PDF on the return process for iProcurement, click here.

For an online CBT training on the return process for iProcurement, click here.

Search

Please enter your search criteria and select the "Go" button to see the result. Note that the search is case insensitive.

Purchase Order: 1317186

Receipt Number:

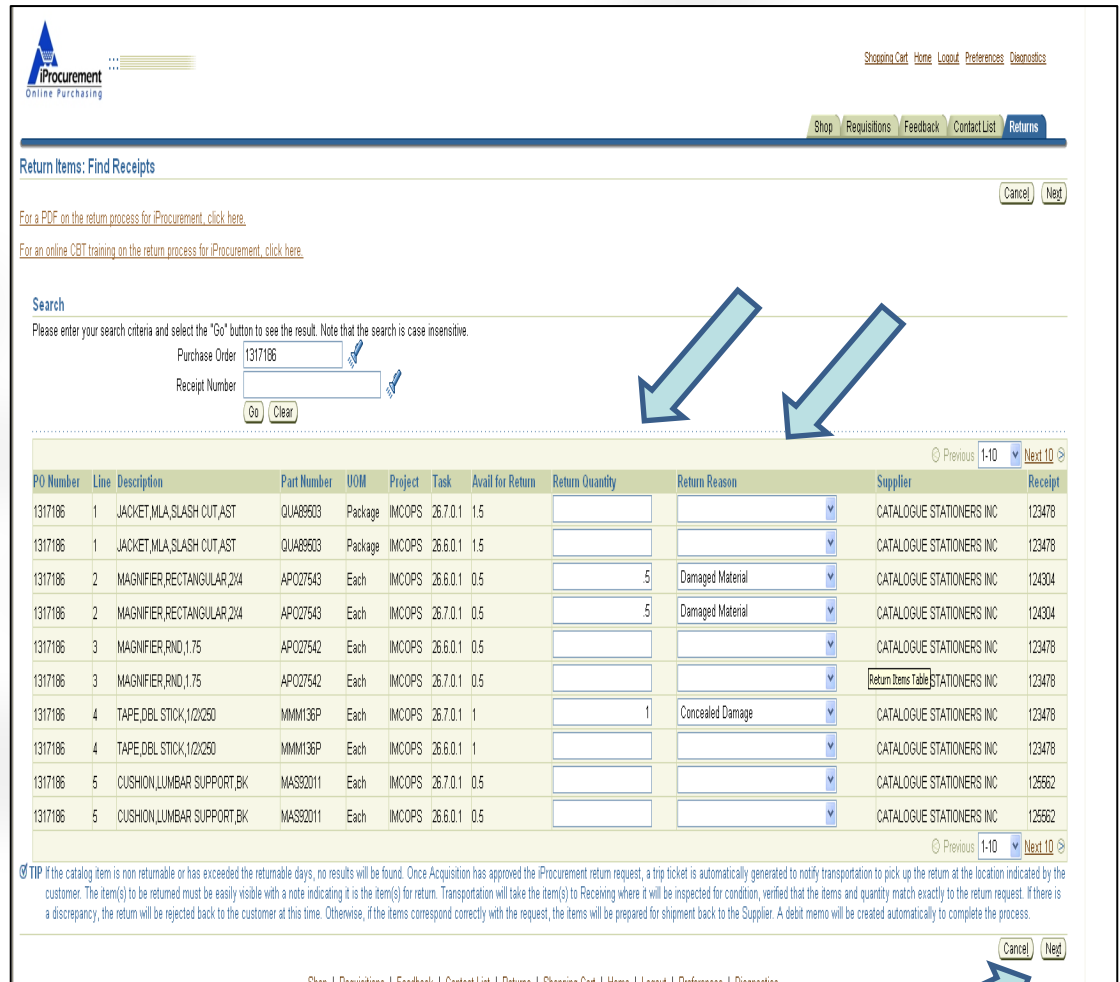
Go Clear

PO Number	Line	Description	Part Number	UOM	Project	Task	Avail for Return	Return Quantity	Return Reason	Supplier	Receipt
1317186	1	JACKET,MLA,SLASH CUT,AST	QUA88903	Package	IMCOPS	26.7.0.1	1.5			CATALOGUE STATIONERS INC	123478
1317186	1	JACKET,MLA,SLASH CUT,AST	QUA88903	Package	IMCOPS	26.6.0.1	1.5			CATALOGUE STATIONERS INC	123478
1317186	2	MAGNIFIER,RECTANGULAR,2/4	APC027543	Each	IMCOPS	26.6.0.1	0.5			CATALOGUE STATIONERS INC	124304
1317186	2	MAGNIFIER,RECTANGULAR,2/4	APC027543	Each	IMCOPS	26.7.0.1	0.5			CATALOGUE STATIONERS INC	124304
1317186	3	MAGNIFIER,RND,1.75	APC027542	Each	IMCOPS	26.6.0.1	0.5			CATALOGUE STATIONERS INC	123478
1317186	3	MAGNIFIER,RND,1.75	APC027542	Each	IMCOPS	26.7.0.1	0.5			CATALOGUE STATIONERS INC	123478
1317186	4	TAPE,DBL STICK,1/2/CSD	MMM136P	Each	IMCOPS	26.7.0.1	1			CATALOGUE STATIONERS INC	123478
1317186	4	TAPE,DBL STICK,1/2/CSD	MMM136P	Each	IMCOPS	26.6.0.1	1			CATALOGUE STATIONERS INC	123478
1317186	5	CUSHION,LUMBAR SUPPORT,BK	MAS82011	Each	IMCOPS	26.7.0.1	0.5			CATALOGUE STATIONERS INC	125662
1317186	5	CUSHION,LUMBAR SUPPORT,BK	MAS82011	Each	IMCOPS	26.6.0.1	0.5			CATALOGUE STATIONERS INC	125662

**TIP** If the catalog item is non returnable or has exceeded the returnable days, no results will be found. Once Acquisition has approved the iProcurement return request, a trip ticket is automatically generated to notify transportation to pick up the return at the location indicated by the customer. The item(s) to be returned must be easily visible with a note indicating it is the item(s) for return. Transportation will take the item(s) to Receiving where it will be inspected for condition, verified that the items and quantity match exactly to the return request. If there is a discrepancy, the return will be rejected back to the customer at this time. Otherwise, if the items correspond correctly with the request, the items will be prepared for shipment back to the Supplier. A debit memo will be created automatically to complete the process.

# Returns Process

- Populate the Return Quantity and Return Reason for those returns
- Please be aware of the receipt # and project/task #
- The return quantity for a line must be a whole # (1,2,3, etc..) and no greater than the available quantity for return
- If multiple project/task numbers were used or if received separately, there will be multiple entries
- Once the lines have been populated, click the Next button



**Return Items: Find Receipts**

For a PDF on the return process for iProcurement, click here.  
For an online CBT training on the return process for iProcurement, click here.

**Search**  
Please enter your search criteria and select the "Go" button to see the result. Note that the search is case insensitive.

Purchase Order: 1317186  
Receipt Number:

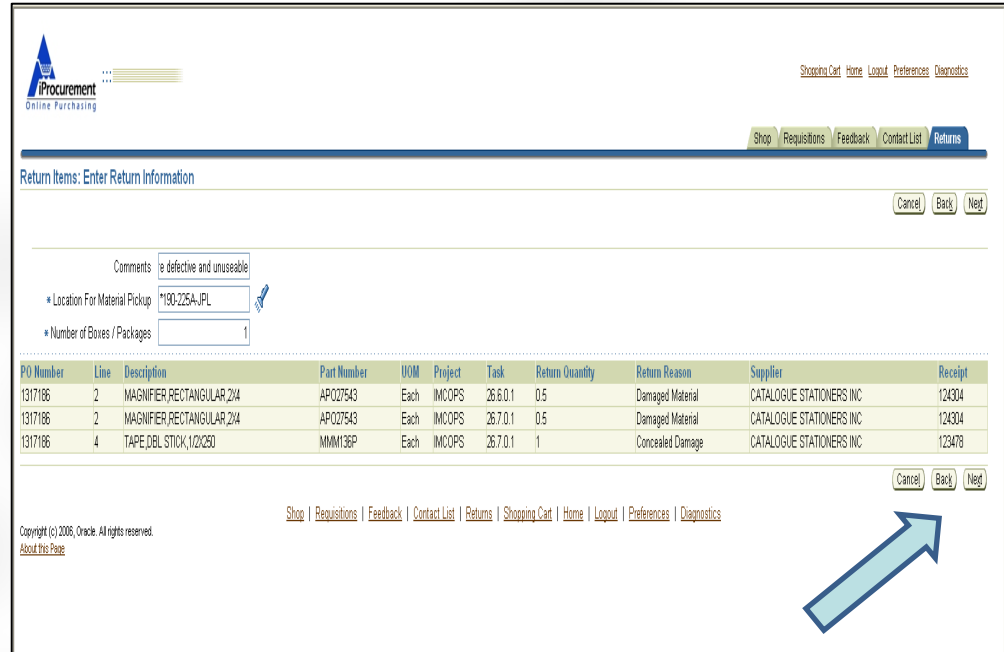
PO Number	Line	Description	Part Number	UOM	Project	Task	Avail for Return	Return Quantity	Return Reason	Supplier	Receipt
1317186	1	JACKET,MLA,SLASH OUT,AST	QUA68903	Package	IMCOPS	26.7.0.1	1.5	<input type="text"/>	<input type="text"/>	CATALOGUE STATIONERS INC	123478
1317186	1	JACKET,MLA,SLASH OUT,AST	QUA68903	Package	IMCOPS	26.6.0.1	1.5	<input type="text"/>	<input type="text"/>	CATALOGUE STATIONERS INC	123478
1317186	2	MAGNIFIER,RECTANGULAR,2X4	AP027543	Each	IMCOPS	26.6.0.1	0.5	<input type="text" value="5"/>	<input type="text" value="Damaged Material"/>	CATALOGUE STATIONERS INC	124304
1317186	2	MAGNIFIER,RECTANGULAR,2X4	AP027543	Each	IMCOPS	26.7.0.1	0.5	<input type="text" value="5"/>	<input type="text" value="Damaged Material"/>	CATALOGUE STATIONERS INC	124304
1317186	3	MAGNIFIER,RND,1.75	AP027542	Each	IMCOPS	26.6.0.1	0.5	<input type="text"/>	<input type="text"/>	CATALOGUE STATIONERS INC	123478
1317186	3	MAGNIFIER,RND,1.75	AP027542	Each	IMCOPS	26.7.0.1	0.5	<input type="text"/>	<input type="text" value="Return Item Table"/>	CATALOGUE STATIONERS INC	123478
1317186	4	TAPE,DBL STICK,1/2X250	MMM136P	Each	IMCOPS	26.7.0.1	1	<input type="text" value="1"/>	<input type="text" value="Concealed Damage"/>	CATALOGUE STATIONERS INC	123478
1317186	4	TAPE,DBL STICK,1/2X250	MMM136P	Each	IMCOPS	26.6.0.1	1	<input type="text"/>	<input type="text"/>	CATALOGUE STATIONERS INC	123478
1317186	5	CUSHION,LUMBAR SUPPORT,BK	MAS82011	Each	IMCOPS	26.7.0.1	0.5	<input type="text"/>	<input type="text"/>	CATALOGUE STATIONERS INC	125562
1317186	5	CUSHION,LUMBAR SUPPORT,BK	MAS82011	Each	IMCOPS	26.6.0.1	0.5	<input type="text"/>	<input type="text"/>	CATALOGUE STATIONERS INC	125562

**TIP** If the catalog item is non returnable or has exceeded the returnable days, no results will be found. Once Acquisition has approved the iProcurement return request, a trip ticket is automatically generated to notify transportation to pick up the return at the location indicated by the customer. The item(s) to be returned must be easily visible with a note indicating it is the item(s) for return. Transportation will take the item(s) to Receiving where it will be inspected for condition, verified that the items and quantity match exactly to the return request. If there is a discrepancy, the return will be rejected back to the customer at this time. Otherwise, if the items correspond correctly with the request, the items will be prepared for shipment back to the Supplier. A debit memo will be created automatically to complete the process.

# Returns Process

## Return Entry Continued

- Enter any additional comments you want to provide to the subcontract manager
- Enter the location for material pickup if different from location listed on PO
- **All locations must start with \***
- Number of boxes and packages for Return
  - This amount must not exceed 25 packages
  - If it needs to be greater, contact 4-HELP or the subcontract manager for the catalog
- Once completed, click the Next button
- If wrong line is selected, click the Back button
- If user no longer wants to process return, click Cancel button



The screenshot shows the 'Return Items: Enter Return Information' form in the iProcurement system. The form includes a 'Comments' field with the text 'is defective and unusable', a 'Location For Material Pickup' field with the value '\*180-225A-JPL', and a 'Number of Boxes / Packages' field with the value '1'. Below these fields is a table with the following data:

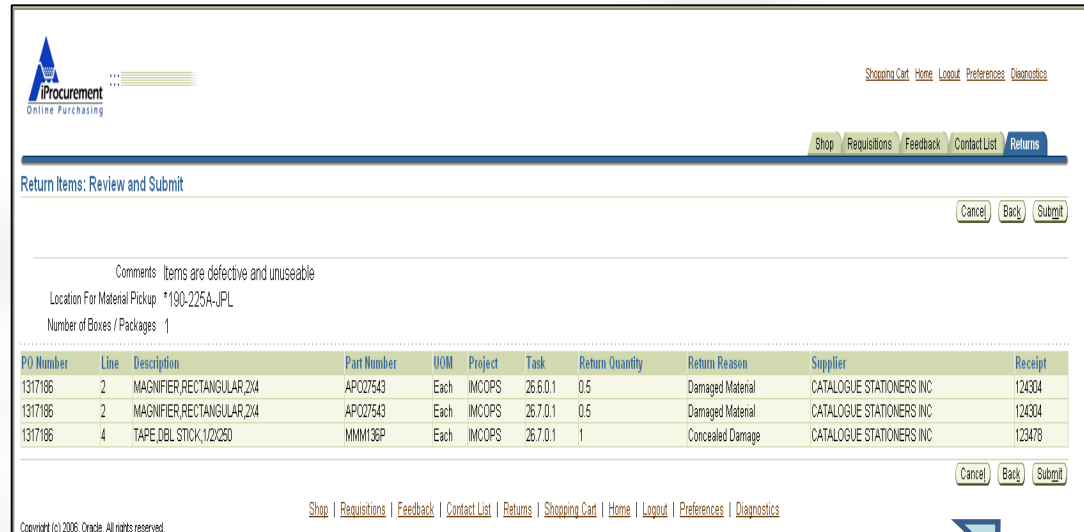
PO Number	Line	Description	Part Number	UOM	Project	Task	Return Quantity	Return Reason	Supplier	Receipt
1317186	2	MAGNIFIER RECTANGULAR 2X4	AP027543	Each	IMCOPS	26.6.0.1	0.5	Damaged Material	CATALOGUE STATIONERS INC	124304
1317186	2	MAGNIFIER RECTANGULAR 2X4	AP027543	Each	IMCOPS	26.7.0.1	0.5	Damaged Material	CATALOGUE STATIONERS INC	124304
1317186	4	TAPE, DBL STICK, 1/2X250	MMM136P	Each	IMCOPS	26.7.0.1	1	Concealed Damage	CATALOGUE STATIONERS INC	123478

At the bottom of the form, there are 'Cancel', 'Back', and 'Next' buttons. A large blue arrow points to the 'Next' button. The top navigation bar includes links for 'Shopping Cart', 'Home', 'Logout', 'Preferences', and 'Diagnostics'. The bottom navigation bar includes links for 'Shop', 'Requisitions', 'Feedback', 'Contact List', 'Returns', 'Shopping Cart', 'Home', 'Logout', 'Preferences', and 'Diagnostics'. The footer text reads: 'Copyright (c) 2008, Oracle. All rights reserved. About this Page'.

# Returns Process

## Return Review

- On the final return screen, user is able to review return
- If correct, click Submit button to proceed with return
- If update is required, click Back button
- If return is no longer required, click Cancel button



Return Items: Review and Submit

Comments: Items are defective and unuseable  
Location For Material Pickup: \*190-225A-JPL  
Number of Boxes / Packages: 1

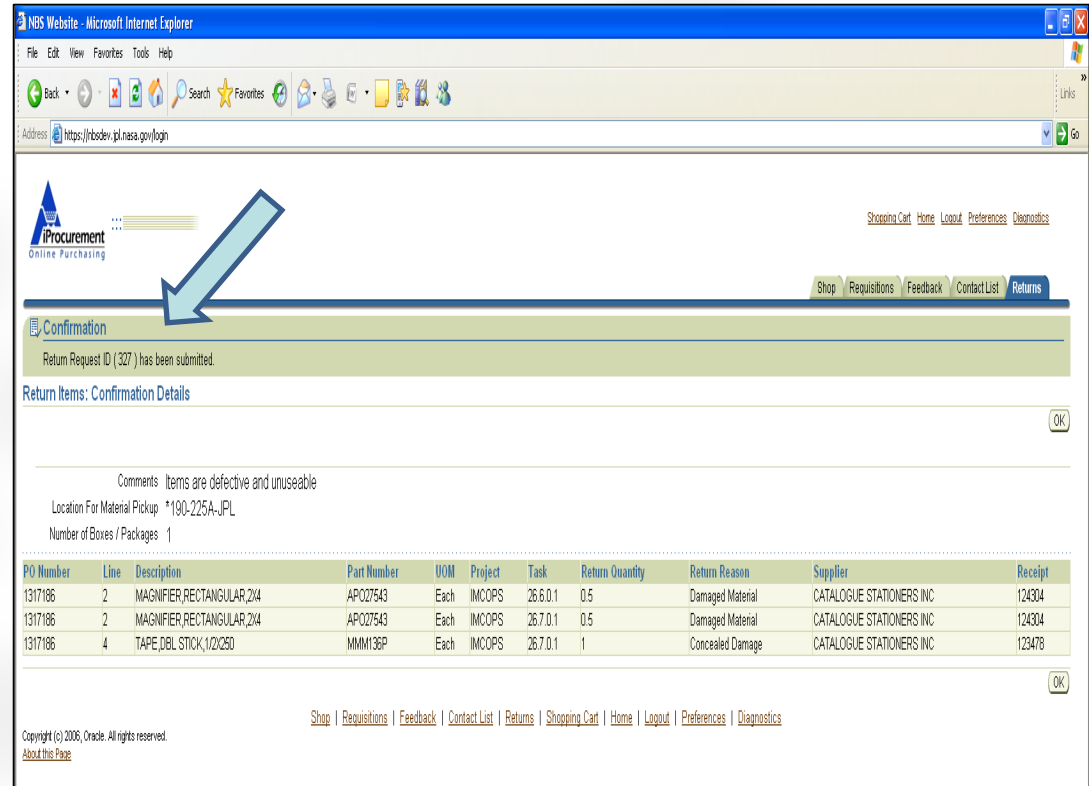
PO Number	Line	Description	Part Number	UOM	Project	Task	Return Quantity	Return Reason	Supplier	Receipt
1317186	2	MAGNIFIER, RECTANGULAR, 2X4	AP027543	Each	IMCOPS	26.6.D.1	0.5	Damaged Material	CATALOGUE STATIONERS INC	124304
1317186	2	MAGNIFIER, RECTANGULAR, 2X4	AP027543	Each	IMCOPS	26.7.D.1	0.5	Damaged Material	CATALOGUE STATIONERS INC	124304
1317186	4	TAPE, DBL STICK, 1/2X250	MMM136P	Each	IMCOPS	26.7.D.1	1	Concealed Damage	CATALOGUE STATIONERS INC	123478

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# Returns Process

## Return Confirmation

- Once the return is submitted, a confirmation will appear on the top of the web page providing the Return Request ID



MSB Website - Microsoft Internet Explorer

Address: https://rbsdev.jpl.nasa.gov/login

**iProcurement**  
Online Purchasing

Shopping Cart Home Logout Preferences Diagnostics

Shop Requisitions Feedback Contact List **Returns**

**Confirmation**

Return Request ID ( 327 ) has been submitted.

Return Items: Confirmation Details

Comments: Items are defective and unuseable  
Location For Material Pickup \*190-225A-JPL  
Number of Boxes / Packages 1

PO Number	Line	Description	Part Number	UOM	Project	Task	Return Quantity	Return Reason	Supplier	Receipt
1317186	2	MAGNIFIER, RECTANGULAR, 2X4	AP027543	Each	IMCOPS	26.6.0.1	0.5	Damaged Material	CATALOGUE STATIONERS INC	124304
1317186	2	MAGNIFIER, RECTANGULAR, 2X4	AP027543	Each	IMCOPS	26.7.0.1	0.5	Damaged Material	CATALOGUE STATIONERS INC	124304
1317186	4	TAPE, DBL STICK, 1/2X250	MMM136P	Each	IMCOPS	26.7.0.1	1	Concealed Damage	CATALOGUE STATIONERS INC	123478

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# Returns Process

## E-mail Return Submit Notification

- Also an email will be generated and sent to the return requester, the subcontract managers and the receiving discrepancy clerks providing information for the items being returned
- Also a Return Requested track event will be submitted into Track It- Query

The following material has been requested for return. The request is currently under review by the Subcontracts Manager and Supplier. Please allow a couple of days for this process to be completed as described below:

Return Requester: BERTSCH, ROBERT F  
Time Requested: 03/07/2008 08:00:06  
PO Number: 1333216  
Comments: wrong part for printer

Line#, Receipt#, Qty, UOM, Return Reason, Vendor Part#, Item Description

- 1, 143888, 1, Each, Wrong Material, DVE23A, Remanufactured Toner Cartridge Magenta f
- 2, 143934, 1, Each, Wrong Material, DVE22A, Remanufactured Toner Cartridge Yellow fo
- 3, 143885, 1, Each, Wrong Material, DVE21A, Remanufactured Toner Cartridge Cyan for
- 4, 143894, 2, Each, Wrong Material, DVE20A, Remanufactured Toner Cartridge Black for

---

[ALRT: JPLPO\_RETURN\_PENDING]

ALR[L/0000@WFMAIL]

# Returns Process

## Acquisition/ Transportation Steps

- Acquisition Subcontract Manager must approve or reject the Return
- Track event entered into Track It-Query and alert sent out on approval or rejection by subcontracts manager
- If approved, labels will be generated on the Receiving Dock
- Transportation will pick up Return Label and go to location specified during return to pick up item
- Track event inserted when item is picked up from Return Requester
- Track event inserted when item is delivered to Receiving Discrepancy Clerk

# Returns Process

## Receiving Steps

- Receiving Discrepancy Clerk will review return and confirm quantity and item
- If correct, the return will be accepted, shipper created, and item sent to supplier
- If incorrect, the return will be rejected and sent back to return requester
- Track Event and alert will be submitted for approval or rejection of return by Receiving Discrepancy Clerk
- If approved debit memo will be created and return funding to the project/task being returned



# Alerts

## Alerts in Oracle

The following Alerts are standard in Oracle depending on job duties:

- Requisition Approval
- Purchase Order Approval
- Action Required (for Requisition Approval)
- Receipt Alert
- iProcurement Return Alerts
- Aging Cart Alert

The best way to organize these emails is to create filters in your email application

If you need assistance with this, contact 4-HELP or the Help Menu in the email application

# Track It

## Query Start Page







JPL Employee Toolkit

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Welcome WSTEWART

### JPL Track It - Query

Enter any combination of the following search criteria and click go.

Tracking Number	<input type="text"/>	
PO/P-Card Log Number	<input type="text"/>	
Requestor's Badge	<input type="text"/>	
Requestor's Name	<input type="text"/>	
Supplier	<input type="text"/>	
Carrier	<input type="text"/>	
Waybill Number	<input type="text"/>	
Receipt Number	<input type="text"/>	
Event Date	<input type="text"/>	

Click the poplist to pick an Event Date criteria.

Click on a tracking number to view details

Tracking Number	PO/P-Card Log Number	Requestor Name	Supplier	Receipt Number	Box Of Box(s)	Current Status	Event Date
No search conducted.							

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1. Data in each of the fields will initiate a query.
2. The more data elements or a specific element like tracking number will reduce the data returned.

# Track It

## By Person Return

Welcome WSTEWART

### JPL Track It - Query

Enter any combination of the following search criteria and click go.

Tracking Number	<input type="text"/>	
PO/P-Card Log Number	<input type="text"/>	
Requestor's Badge	105503	
Requestor's Name	BERTSCH, ROBERT	
Supplier	<input type="text"/>	
Carrier	<input type="text"/>	
Waybill Number	<input type="text"/>	
Receipt Number	<input type="text"/>	
Event Date	<input type="text"/>	

Click the poplist to pick an Event Date criteria.

**Clicking the tracking number provides more detail**

[Click on a tracking number to view details](#)

Tracking Number	PO/P-Card Log Number	Requestor Name	Supplier	Receipt Number	Box Of Box(s)	Current Status	Event Date
<a href="#">1000037001</a>	1287013	BERTSCH, ROBERT F	AIRGAS	90691	1 of 1	Received	14-Nov-2006 08:53:59
<a href="#">1000036701</a>		BERTSCH, ROBERT F			1 of 1	Received	10-Nov-2006 09:53:18
<a href="#">1000036401</a>		BERTSCH, ROBERT F			1 of 1	Received	10-Nov-2006 09:42:06
<a href="#">1000036201</a>	53464787yuu	BERTSCH, ROBERT F			1 of 1	Received	08-Nov-2006 11:01:24
<a href="#">1000028802</a>	1286927	BERTSCH, ROBERT F	VWR INTERNATIONAL INC	90612	2 of 2	Received	31-Oct-2006 12:46:28
<a href="#">1000028801</a>	1286927	BERTSCH, ROBERT F	VWR INTERNATIONAL INC	90612	1 of 2	Received	31-Oct-2006 12:46:19
<a href="#">1000026401</a>	1286677	BERTSCH, ROBERT F	DYNAMIC SYSTEMS	90599	1 of 1	En Route to Customer	31-Oct-2006 11:20:22
<a href="#">1000027602</a>	1286894	BERTSCH, ROBERT F	T & E INDUSTRIES INC	90607	2 of 3	Received	26-Oct-2006 16:26:38
<a href="#">1000027603</a>	1286894	BERTSCH, ROBERT F	T & E INDUSTRIES INC	90607	3 of 3	Received	26-Oct-2006 16:26:38
<a href="#">1000027601</a>	1286894	BERTSCH, ROBERT F	T & E INDUSTRIES INC	90607	1 of 3	Received	26-Oct-2006 16:26:37

# Track It

## Detail

### JPL Track It - Detail

Tracking Number	Order Number	Requestor Badge	Requestor Name	Supplier	Receipt Number	Box of Box(s)	Track Event	Track Event Date	Transactor Badge	Transactor Name	Recipient Badge	Recipient Name	Deliver To Location
1000026401	1286677	105503	BERTSCH, ROBERT F	DYNAMIC SYSTEMS	90599	1 of 1	En Route to Customer	31-Oct-2006 11:20:22	105503	BERTSCH, ROBERT F	105503	BERTSCH, ROBERT F	
1000026401	1286677	105503	BERTSCH, ROBERT F	DYNAMIC SYSTEMS	90599	1 of 1	Received	24-Oct-2006 14:18:49	115626	KURTZ, SHIRLEE A			

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- Where is it? – En Route to Customer
  - When? – 31-Oct-2006 @ 11:20 am
  - Who has it? – Robert Bertsch
- \* Note that this is used for JPL internal delivery data only.

# Track It

## Review Tracking Events

**JPL** Track It - Detail [Home](#) [Logout](#)

Tracking Number	Order Number	Release Number	Requestor Badge	Requestor Name	Supplier	Carrier	Waybill Number	Receipt Number	Box of Box (s)	Track Event	Track Event Date	Transactor Badge	Transactor Name	Recipient Badge	Recipient Name	Deliver To Location
9000032701	1324243		120833	LEE, JAMEL J	EN POINTE TECHNOLOGIES SALES INC				1 of 1	Return to Supplier	20-Mar-2008 14:00:37	20833	LEE, JAMEL J			*241-213B-JPL
9000032701	1324243		120833	LEE, JAMEL J	EN POINTE TECHNOLOGIES SALES INC				1 of 1	Return Approved by Buyer	20-Mar-2008 13:54:07	20833	LEE, JAMEL J			*241-213B-JPL
9000032701	1324243		120833	LEE, JAMEL J	EN POINTE TECHNOLOGIES SALES INC				1 of 1	Return Requested	20-Mar-2008 13:50:17	20833	LEE, JAMEL J			*241-213B-JPL

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Tracking Number	Order Number	Release Number	Requestor Badge	Requestor Name	Supplier	Carrier	Waybill Number	Receipt Number	Box of Box (s)	Track Event	Track Event Date	Transactor Badge	Transactor Name	Recipient Badge	Recipient Name	Deliver To Location
9000032101	1324192		120833	LEE, JAMEL J	EN POINTE TECHNOLOGIES SALES INC				1 of 1	Return Rejected by Buyer	22-Feb-2008 14:42:53	20833	LEE, JAMEL J			*241-213B-JPL
9000032101	1324192		120833	LEE, JAMEL J	EN POINTE TECHNOLOGIES SALES INC				1 of 1	Return Requested	22-Feb-2008 14:41:25	20833	LEE, JAMEL J			*241-213B-JPL

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- Questions & Answers